

The HHSA Connection

NOVEMBER 2004



SAFE, HEALTHY AND THRIVING COMMUNITIES

On the Dragon Bandwagon

Coach Bob Manning Shows Team Pride

The world of sports is replete with tales of overcoming odds and obstacles, and the San Pasqual Academy Dragons certainly fit right in. The students who participate in sports at the four-year-old Academy are foster teens, many who never experienced the camaraderie and discipline of belonging to a sports team. You wouldn't know that from their past and [current football team record](#) - 9 wins and 1 loss this year, making them the Citrus League Champs, with a shot at the finals.

"Most of the students don't come from a home life that involves Pop Warner or soccer," said Bob Manning, the Academy's athletic director and former Dragons coach.

Manning sees the Dragons, as one of 11 eight-man high school football teams in the county under the Citrus and Pacific leagues, excel again this year under the leadership of Head Coach Wally Zittle and Assistant Coach and Defensive Coordinator Mark Rounds.

What the players may lack in experience they make up

for in athleticism and a willingness to learn, Manning said. The coaches also work with the players to help them keep their grades up so they can get into college and compete there.



San Pasqual Dragons in action.

"We work on commitment and goals," he said. "We show them a little love and discipline. We want to win, and we want these kids to win."

Manning is currently coaching the girls' volleyball team, which he also expects to do well. Students are told there's nothing wrong with losing, and that sportsmanship is paramount. That's probably why the Dragons took the Citrus League Sportsmanship award last year.

"We teach the kids, if you put in 100 percent and lose, that happens," Manning said. "It's not a failure because you lose a championship game. You had to be a champion to get there."

Working for Kids!

CLASSY CLASSIFICATIONS: PHARMACY STOCK CLERK

Good Attitude in Stock

A Critical Player in Health Help

When Ray Padilla started working with the County 25 years ago, it was in parking lot security at the old County hospital that is now the UCSD Medical Center. Two months later he got a job as a pharmacy stock clerk and hasn't looked back since.



Demands keep Padilla busy.

Padilla's job involves receiving and issuing vaccines and other medical supplies to community clinics, skilled nursing facilities, County health centers and County jail facilities. He also helps County staff order supplies.

It's a job that keeps him on the move, he says. The pharmacy's busiest times tend to be when the community clinics, skilled nursing facilities and other community organizations that receive supplies from the County make their pick-ups four times a year.

"You get to meet a lot of people from the clinics and other facilities," he says. "I like serving the community. This job is so busy, it keeps me motivated, and my eight hours go by quickly."

A Message from Jean Shepard Agency Director



You may notice several articles in this issue about how the Agency is helping San Diego County's kids, from offering free dental clinics to providing a little fun. If you want to get involved on a more personal level, there are many ways you can participate, whether you have a couple of hours to spend, or more. For some great ideas, take a look at this poster: [9 Ways You Can Help](#). You don't need any special degrees or expertise to volunteer. All you need is a desire to help. (Click here for information on [How to Volunteer](#).) Those of you who already do so much for children during your regular work hours know how rewarding it can be to enrich a young life. Your efforts can stay with a child for years to come. I encourage you to do the best you can for our kids, at work or after hours. They're worth it.

Jean Shepard

Children in North County Get Something to Smile About

Free Dental Sealants and Fluoride Varnish Provided for those in Need

More than 240 children were all smiles on Saturday, November 6, as they took part in an important event to protect their teeth. For the first time in eight years, a free dental clinic was offered in North County, providing dental sealants and fluoride varnish to children ages 1 to 18 years with no access to dental care. The North County Dental Task Force, formed several years ago as part of HHSA's North Coastal and North Inland strategic planning efforts, organized the event.



Dental professionals volunteered their time and expertise to provide dental sealants and varnishes to more than 240 children with no dental resources.

Painting dental sealants and fluoride varnish on teeth is a safe and painless way to help prevent tooth decay, the most common infectious disease among children.

Unfortunately, many children do not receive routine dental care and prevention services due to lack of insurance. In fact, for every child without medical

insurance in this country, it is estimated that there are nearly 3 children without dental insurance. Adding to this problem is the shortage of dental professionals in some areas of North San Diego County.

More than 25 volunteers, including numerous dental professionals, spent the day providing free dental screening, preventive care, and education to the children and their families.

This event, funded by County Supervisor **Pam Slater-Price** and held at Neighborhood Healthcare in Escondido, was a collaboration between the North County Dental Task Force and HHSA, along with the Hispanic Dental Association-San Diego Chapter, San Diego Association of Women Dentists, San Diego County Dental Hygienists' Society, San Diego County Dental Society, San Diego County SMILES Program, Share the Care Dental Program, and Southwestern College's Dental Hygiene Program.



Supervisor Pam Slater-Price with the Tooth Fairy (a dental hygiene student volunteer) at the North County Dental Sealant Clinic on November 6.

Mental Health Services

Working for Communities!

San Diego County Clubhouses Impress Riverside County Officials

Benefits of Specialized Meeting Place Easy to See

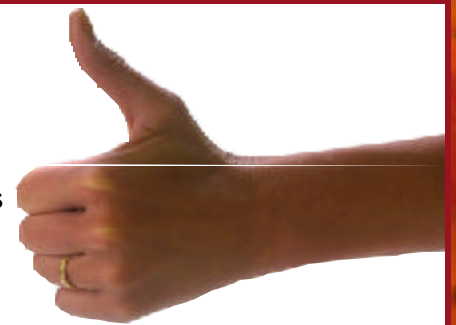
County Staff and members of two County-funded Mental Health Clubhouses welcomed site visits by Riverside County Mental Health officials recently.

Run by members, Mental Health Clubhouses promote the recovery of Mental Health clients through vocational, educational and recreational activities.

Last year, *The Meeting Place* clubhouse staff members trained at the International Center for Clubhouse Development (ICCD). The ICCD, which sets standards for Clubhouses, recently accepted *The Meeting Place* as a member. (The standards can be viewed at www.iccd.org.) By January, *The Meeting Place* will be the first Clubhouse in California to have ICCD certification. Director **Sharron Hedenkamp**, explained that *The Meeting Place* now follows a "work-ordered day" whereby members participate exclusively in work or educationally oriented activities for a specified time period each day with recreational activities reserved for evenings or weekends.

Due to the diligence of Director **Rebecca Ellis**, and members this past year, *The Corner Clubhouse* was recognized as the *Adult Mental Health Program of the Year 2004*. Rebecca was able to answer myriad questions from the visitors, drawing also on her experience in more remote areas of the country. Her answers were particularly helpful because Riverside Mental Health clients have challenging transportation barriers.

The Riverside visitors voiced appreciation for the value of the experience and said they were feeling energized from seeing the work-ordered day in action.



Healthy Addition to San Pasqual Academy Campus

Generous Donations Made New Health and Wellness Center Possible

San Pasqual Academy, a first-in-the-nation residential education campus for adolescent foster youth, continues to grow in excellence with the opening of the Sulpizio Family Health and Wellness Center. The newly constructed Center will provide foster youth with a comprehensive medical and behavioral health program, which will contribute to their development of life-long, positive health behaviors. The Center's vision is to establish a "culture of wellness" through health education, health prevention strategies and medical and dental services.

The Health and Wellness Center, supported by Supervisors **Ron Roberts** and **Greg Cox**, has become a reality through generous contributions from the community. The Sulpizio family donated \$500,000 to construct the 2,700 square foot building. The Rancho Santa Fe Foundation, through its Board of Directors, donated funds to furnish the Center. To best utilize the available funding, San Diego Office Interiors created a design layout for the Center, coordinated the purchase and set up of all the Center's



The new Sulpizio Family Health and Wellness Center will benefit residential students' current and future well-being.

furnishings and contributed additional furnishings. A two-year grant for \$292,000 from the California Endowment has been received for programming, as well as a \$45,000 grant from San Diego Foundation's Bruten Family Fund to fund a Health Educator position. Introduced as the Sulpizio Family Health and Wellness Center at the Grand Opening on September 15, 2004, the Center will enhance the lives of the Academy youth and put them on the road to healthy living!

Central Region

Working for Kids!

Foster Teen Respite Night

Take me out to the ball game...

On September 21, two hundred people, including foster children, social workers and foster parents enjoyed a night out at Petco Park with the Padres. In an effort to share a positive and fun experience, Central Region secured 200 tickets that were donated by the Padres. Everyone enjoyed a night out and a cool excitement was in the air when the San Diego Padres took to the field to face the Los Angeles Dodgers.

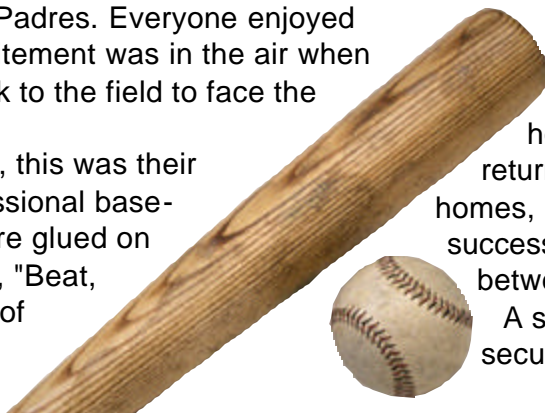
For many foster children, this was their first experience at a professional baseball game. Their eyes were glued on the game as they shouted, "Beat, L.A, Beat, L.A." at the top of their lungs. The hot dogs were delicious and the

peanuts were tasty. A playoff atmosphere was definitely in the air and the children enjoyed dancing to the music and cheering on their team. Social workers also had a great time, as it was a pleasure to spend time with their foster children in a fun environment. At least for three hours, the children were able to forget their problems and enjoy being kids. As the game

neared the end, no one wanted to leave

before the last pitch was thrown. And the payoff was watching the Padres defeat the Dodgers and inch one game closer to a hopeful play-off berth. As social workers returned sleeping children to their respective homes, it was clear that this night had been a great success and a beautiful friendship had begun between San Diego County and the Padres.

A special thanks to **Elizabeth Rosas** for securing the tickets and orchestrating the event.



Keeping Your E-Mails Confidential

Cover Your Bases - Add a Tag Phrase to the End of your Messages

In addition to your contact information, it's a good idea to add a confidentiality message to the end of your e-mails. It's easy to set up your Outlook so your outgoing messages include it automatically. While in your mailbox, just click on *Tools*, select *Options*, and then the *Mail Format* tab. At the bottom of the box that pops open, click on *Signature Picker*. This is where you can create, edit, or select your default text. Here is the "preferred" Confidentiality Notice and guidelines that have been approved by County Counsel:

CONFIDENTIALITY NOTICE: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain information protected from disclosure by applicable laws and regulations. If you are not an intended recipient, you may not review, use, copy, disclose or distribute this message or any of the information contained in this message to anyone. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of this message and any attachments. Unintended transmission shall not constitute waiver of any applicable legal protection afforded to this e-mail and any attached documents.

Guidelines for the use of the Confidentiality Notice:

1. A Confidentiality Notice is allowed to be used in e-mails, but it is not required.
2. It is recommended to include a Confidentiality Notice when communicating with parties outside the County's e-mail system.
3. The Confidentiality Notice is not an excuse to be negligent when sending an e-mail. Continue to exercise caution to avoid sending it to the wrong recipient.
4. The Confidentiality Notice should not include the invocation of the attorney-client privilege where it does not otherwise exist.

HHSA Overview - SPD - [hyperlinked!](#)

Each month, the *HHSA Connection* will feature the services of the Agency's different divisions, to provide a broad overview of the Agency. This month, the series continues with the *Strategy and Planning Division - SPD*.

The Strategy and Planning Division (SPD) supports the efforts of other Agency programs by providing services to both internal and external customers. SPD promotes operational improvements and results-based management, advocating for policy and program changes and enhancements.

Strategic Planning and Evaluation (SPE)

"Helping the Agency make better management decisions--so people's lives are safer, healthier and self-sufficient."

SPE helps the Agency's Executive Team recognize and manage new challenges, capitalize on emerging opportunities, and proactively identify and address program performance problems.

Evaluation/Operations Research improves program and/or regional operations on high profile or high-risk areas by conducting special evaluations and analyses.

SPE extracts and shares data from agency-wide information systems, and offers technical assistance and training to staff to strengthen analytical capacity throughout the Agency. SPE also coordinates research and evaluation of Agency programs done by external research organizations or universities.

Geographic Information Systems (GIS) provides data mapping in support of Agency, regional and program-specific planning efforts. GIS also helps inform the Board of Supervisors and the community at large of health and human service trends, and helps County residents access services.

Performance Management provides workshops and technical assistance to Agency executives and managers, and ensures performance measures are fully aligned with the Agency's strategic planning, budgeting and management processes. SPE distributes "Flash Reports" to Agency managers with the latest performance results on County and Agency priorities and operational risks. SPE fosters dialogue among executives, program managers and other subject matter experts on key performance challenges, referred to as "Deep Dives."

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Report Card - The annual *San Diego County Child and Family Health and Well-Being Report Card* provides a snapshot of the overall health and well-being of San Diego County's children and families, for use by policymakers, advocacy organizations, community members and service providers.

Special Projects manages a number of temporary special projects of agencywide or countywide impact. For example, the *You Can Work* program, rolled out in San Diego in 2003, is designed to help people with disabilities obtain gainful employment and become more self-sufficient, without losing the needed assistance they receive.

Strategic/Operational Planning facilitates the development of the Agency Strategic Plan, and, together with the Agency Budget Office, the Operational Plan. They provide workshops and assistance to regions and divisions to help ensure alignment of objectives and measures to Agency and County priorities.

COMMUNICATIONS SECTION

"Creating effective communication tools to help the Agency make people's lives safer, healthier and self-sufficient."

Office of Media and Public Affairs (OMPA)

OMPA provides external and internal communication tools for the Agency.

Media Relations is the central contact point for media relations, for the more than 300 divisions and programs within the Agency. OMPA issues press releases and media advisories, organizes press conferences and other media events. OMPA also advises Agency staff and committees, as well as community partners, on strategic communication issues, including bioterrorism.

Graphics provides design and technical expertise to create effective

and attractive communication materials, ranging from brochures to posters to reports.

Web Site - serving as Web master for the Agency, OMPA oversees the HHSA Web site content and functionality.

Audio-Visual provides materials (like posters or charts) and equipment (projectors, microphones) for large and small meetings, conferences and campaigns.

Media Training is available for subject matter experts who need to convey information to the press.

Speakers Bureau - the Agency maintains a Speakers Bureau to help inform the public about the services we offer.

Legislative Affairs

The Legislative Affairs section is responsible for coordinating input to, and advocating for, the Board of Supervisors' legislative policy agenda. The team tracks, analyzes and monitors all State and federal legislative activity and executive branch policy agendas affecting the Agency. This section also works with Agency subject matter experts in developing, prioritizing and initiating new ideas for the Board of Supervisors' Annual Legislative program.

Analysis is used to gather information, data and input from Agency staff on all related State and federal legislative bills, the Federal Register and grant opportunities affecting the Agency for the development of an Agency position. Legislative staff then recommends what position should be taken by the County to the County's Office of Strategy and Intergovernmental Affairs, which oversees the County's entire legislative program.

Statewide Associations - staff actively participates and represents the Agency's interests in several statewide associations, including

California State Association of Counties (CSAC), the California Welfare Directors Association (CWDA), and the County Health Executives Association of California (CHEAC).

Training for Agency staff provides an understanding of the legislative process, enhancing analytical skills and promoting an increased knowledge of the Board of Supervisors' policies.

Remember to send in kudos!

Please send text (and photo) to: Jennifer.Mallory@sdcounty.ca.gov, or to your section editor.

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*An ethical workplace is your right...
and your responsibility...*

Have Some News?

Please submit article ideas to your section editor listed below, or to Jennifer Mallory, via Outlook e-mail.



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